

AMENDMENTSIn the Claims

1-22. (Cancelled)

23. (Currently Amended) A method of inter-module communication comprising:  
forming a message, wherein

said forming comprises

inserting customer relations management system information and  
other customer relations management system information into  
said message, and

configuring said message to be pushed from a customer relations  
management system by encoding at least a portion of said  
message in a markup language,

~~said message comprises customer relations management system information  
and other customer relations management system information,~~

said customer relations management system information comprises at least one of  
agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said  
agent information and said work item information, **and**

said other customer relations management system information comprises at least  
one of a command, a request and a notification, ~~and~~

~~said message is configured to be pushed from a customer relations  
management system by virtue of at least a portion of said message  
being encoded in a markup language.~~

24. (Previously Presented) The method of claim 23, wherein  
said notification comprises at least one of notification of an event and autonomously  
provided information.

25. (Original) The method of claim 24, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
26. (Original) The method of claim 23, further comprising: communicating said message from a commerce server to a universal queuing system.
27. (Previously Presented) The method of claim 23, further comprising: forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
28. (Previously Presented) The method of claim 23, further comprising: forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
29. (Previously Presented) The method of claim 23, further comprising: forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.
30. (Previously Presented) The method of claim 23, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
31. (Original) The method of claim 30, wherein said agent-related function is initiated by one of an AgentLogin command, an AgentLogout command, an AgentInitAuBWork command, an

AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein said work item-related function is initiated by one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.
33. (Original) The method of claim 30, wherein said statistics-related function is initiated by one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.
34. (Original) The method of claim 30, wherein said administrative function is initiated by one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.
35. (Previously Presented) The method of claim 30, further comprising: sending said message.
36. (Previously Presented) The method of claim 35, further comprising: receiving said message.
37. (Currently Amended) A computer system comprising:

a processor;  
 computer readable storage medium coupled to said processor; and  
 computer code, encoded in said computer readable storage medium, configured to cause  
 said processor to:  
 form a message, wherein

said forming comprises

inserting customer relations management system information  
and other customer relations management system  
information into said message, and  
configuring said message to be pushed from a customer  
relations management system by encoding at least a  
portion of said message in a markup language,

~~said message comprises customer relations management system~~  
~~information and other customer relations management system~~  
~~information,~~

said customer relations management system information comprises at least  
 one of agent information and work item information,  
 said agent information comprises information regarding an agent,  
 said work item information comprises information regarding a work item,  
 said other customer relations management system information is other  
 than said agent information and said work item information, and  
 said other customer relations management system information comprises  
 at least one of a command, a request and a notification, ~~and~~  
~~said message is configured to be pushed from a customer relations~~  
~~management system by virtue of at least a portion of said~~  
~~message being encoded in a markup language.~~

38. (Previously Presented) The computer system of claim 37, wherein  
 said notification comprises at least one of notification of an event and autonomously  
 provided information.

39. (Previously Presented) The computer system of claim 38, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
40. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:  
communicate said message from a commerce server to a universal queuing system.
41. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:  
form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
42. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:  
form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
43. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:  
form said notification, wherein  
said other customer relations management system information comprises said notification, and  
said notification is generated by a module generating said message.
44. (Previously Presented) The computer system of claim 37, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45. (Previously Presented) The computer system of claim 44, wherein said computer code is further configured to cause said processor to:  
send said message.

46. (Currently Amended) A computer program product ~~encoded in computer readable media, said computer program product~~ comprising:

a first set of instructions, executable on a computer system, configured to form a message, wherein

said first set of instructions comprises

a first subset of instructions, executable on a computer system,

configured to insert customer relations management system

information and other customer relations management system

information into said message, and

a second subset of instructions, executable on a computer system,

configured to configure said message to be pushed from a

customer relations management system, wherein said second

subset of instructions comprises

a first sub-subset of instructions, executable on a computer

system, configured to encode at least a portion of said

message in a markup language,

~~said message comprises customer relations management system information~~

~~and other customer relations management system information,~~

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said

agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification[[,]] ; and

~~said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message being encoded in a markup language~~

computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

47. (Previously Presented) The computer program product of claim 46, wherein said notification comprises at least one of notification of an event and autonomously provided information.
48. (Previously Presented) The computer program product of claim 47, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
49. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
  - a second set of instructions, executable on said computer system, configured to communicate said message from a commerce server to a universal queuing system.
50. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
  - a second set of instructions, executable on said computer system, configured to form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
51. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said notification, wherein  
said other customer relations management system information comprises said notification, and  
said notification is generated by a module generating said message.

53. (Previously Presented) The computer program product of claim 46, wherein said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. (Previously Presented) The computer program product of claim 53, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to send said message.

55. (Currently Amended) An apparatus ~~for inter-module communication~~ comprising:

means for inter-module communication comprising means for forming a message,  
wherein

said means for forming comprises

means for inserting customer relations management system

information and other customer relations management system

information into said message, and



means for configuring said message to be pushed from a customer relations management system, wherein  
means for configuring comprises encoding at least a portion of  
said message in a markup language,  
~~said message comprises customer relations management system information~~  
~~and other customer relations management system information,~~  
 said customer relations management system information comprises at least one of  
 agent information and work item information,  
 said agent information comprises information regarding an agent,  
 said work item information comprises information regarding a work item,  
 said other customer relations management system information is other than said  
 agent information and said work item information, and  
 said other customer relations management system information comprises at least  
 one of a command, a request and a notification, ~~and~~  
~~said message is configured to be pushed from a customer relations~~  
~~management system by virtue of at least a portion of said message~~  
~~being encoded in a markup language.~~

56. (Previously Presented) The apparatus of claim 55, wherein  
 said notification comprises at least one of notification of an event and autonomously  
 provided information.
57. (Previously Presented) The apparatus of claim 56, wherein  
 said customer relations management system information further comprises at least one of  
 queuing information, statistical information, connection information and rule  
 information.
58. (Previously Presented) The apparatus of claim 55, further comprising:  
 means for communicating said message from a commerce server to a universal queuing  
 system.
59. (Previously Presented) The apparatus of claim 55, further comprising:

means for forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

60. (Previously Presented) The apparatus of claim 55, further comprising:  
means for forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

61. (Previously Presented) The apparatus of claim 55, further comprising:  
means for forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

62. (Previously Presented) The apparatus of claim 55, wherein  
said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

63. (Previously Presented) The apparatus of claim 62, further comprising:  
means for sending said message.

64. (Previously Presented) The apparatus of claim 63, further comprising:  
means for receiving said message.

65. (Currently Amended) A method of ~~inter-module communication~~ comprising:  
receiving a message, wherein  
at least a portion of said message is encoded in a markup language,  
said receiving comprises

receiving said message from a customer relations management system upon said message being pushed from said customer relations management system,  
extracting customer relations management system information and other customer relations management system information from said message, and  
decoding said at least said portion of said message in said markup language,  
said message is configured to provide inter-module communications by virtue of  
 said message ~~comprises~~ comprising said customer relations management system information and said other customer relations management system information,  
 said customer relations management system information ~~comprises~~ comprising at least one of agent information and work item information,  
 said agent information ~~comprises~~ comprising information regarding an agent,  
 said work item information ~~comprises~~ comprising information regarding a work item,  
 said other customer relations management system information ~~[[is]]~~ being other than said agent information and said work item information,  
and  
 said other customer relations management system information ~~comprises~~ comprising at least one of a command, a request and a notification, ~~and~~  
~~said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message being encoded in a markup language.~~

66. (Previously Presented) The method of claim 65, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

67. (Previously Presented) The method of claim 66, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

68. (Previously Presented) The method of claim 65, wherein said receiving of said command occurs at a universal queuing system.

69. (Previously Presented) The method of claim 65, further comprising: performing an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

70. (Previously Presented) The method of claim 65, further comprising: replying with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

71. (Previously Presented) The method of claim 65, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

72. (Previously Presented) The method of claim 65, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

73. (Currently Amended) A computer system comprising: a processor;

computer readable storage medium coupled to said processor; and  
computer code, encoded in said computer readable storage medium, configured to cause  
said processor to:

receive a message, wherein

at least a portion of said message is encoded in a markup language,

said computer code configured to cause said processor to receive

comprises

computer code configured to cause said processor to receive

said message from a customer relations management

system upon said message being pushed from said

customer relations management system,

computer code configured to cause said processor to extract

customer relations management system information

and other customer relations management system

information from said message, and

computer code configured to cause said processor to decode

said at least said portion of said message in said markup

language,

said message is configured to provide inter-module communications

by virtue of

said message comprises comprising said customer relations  
management system information and said other customer  
relations management system information,

said customer relations management system information

comprises comprising at least one of agent information  
and work item information,

said agent information comprises comprising information  
regarding an agent,

said work item information comprises comprising information  
regarding a work item,

said other customer relations management system information  
[[is]] being other than said agent information and said work  
item information, and  
said other customer relations management system information  
~~comprises comprising~~ at least one of a command, a  
request and a notification, ~~and~~  
~~said message is configured to be pushed from a customer  
relations management system by virtue of at least a  
portion of said message being encoded in a markup  
language.~~

74. (Previously Presented) The computer system of claim 73, wherein said notification comprises at least one of notification of an event and autonomously provided information.
75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
76. (Previously Presented) The computer system of claim 73, wherein said receiving of said command occurs at a universal queuing system.
77. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:  
perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
78. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

79. (Previously Presented) The computer system of claim 73, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81. (Currently Amended) A computer program product ~~encoded in computer readable media, said computer program product~~ comprising:

a first set of instructions, executable on a computer system, configured to receive a message, wherein

at least a portion of said message is encoded in a markup language,

said first set of instructions comprises

a first subset of instructions, executable on a computer system,

configured to receive said message from a customer relations management system upon said message being pushed from said customer relations management system,

a second subset of instructions, executable on a computer system,

configured to extract customer relations management system information and other customer relations management system information from said message, and

a third subset of instructions, executable on a computer system,

configured to decode said at least said portion of said message in said markup language,

**said message is configured to provide inter-module communications by virtue of**

said message comprises customer relations management system information and other customer relations management system information,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information, **and**

said other customer relations management system information comprises at least one of a command, a request and a notification[[],] ; and

**said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message being encoded in a markup language**

**computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.**

82. (Previously Presented) The computer program product of claim 81, wherein said notification comprises at least one of notification of an event and autonomously provided information.

83. (Previously Presented) The computer program product of claim 81, wherein



said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Previously Presented) The computer program product of claim 81, wherein said receiving of said command occurs at a universal queuing system.

85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

87. (Previously Presented) The computer program product of claim 81, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Currently Amended) An apparatus ~~for inter-module communication~~ comprising:

means for receiving a message, wherein

at least a portion of said message is encoded in a markup language,  
said means for receiving comprises

means for receiving said message from a customer relations  
management system upon said message being pushed from  
said customer relations management system,

means for extracting customer relations management system  
information and other customer relations management system  
information from said message, and

means for decoding said at least said portion of said message in said  
markup language,

said message is configured to provide inter-module communications by  
virtue of

said message ~~comprises~~ comprising said customer relations management  
 system information and said other customer relations management  
 system information,

said customer relations management system information ~~comprises~~  
comprising at least one of agent information and work item  
 information,

said agent information ~~comprises~~ comprising information regarding an  
 agent,

said work item information ~~comprises~~ comprising information regarding  
 a work item,

said other customer relations management system information ~~[[is]]~~ being  
 other than said agent information and said work item information,  
and

said other customer relations management system information ~~comprises~~  
comprising at least one of a command, a request and a  
 notification, ~~and~~

**~~said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message being encoded in a markup language.~~**

90. (Previously Presented) The apparatus of claim 89, wherein said notification comprises at least one of notification of an event and autonomously provided information.
91. (Previously Presented) The apparatus of claim 90, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
92. (Previously Presented) The apparatus of claim 89, wherein said receiving of said command occurs at a universal queuing system.
93. (Previously Presented) The apparatus of claim 89, further comprising: means for performing an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
94. (Previously Presented) The apparatus of claim 89, further comprising: means for replying with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
95. (Previously Presented) The apparatus of claim 89, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.
96. (Previously Presented) The apparatus of claim 89, wherein

said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a  
statistics-related function and an administrative function.

97-98. (Cancelled)